



COLORADO
Department of Health Care
Policy & Financing

BUS/CIRS Memorandum

TO: All BUS Users
FROM: Terry Burnham - BUS Administrator
DATE: May 25, 2018
RE: Critical Incident Report Emails

What has changed?

It has been brought to the Department's attention that some Case Management Agencies have a Quality person, or some other designation, who enters the critical incidents in the BUS for the case managers. When the critical incident is reviewed, an email is sent out by the BUS that only references the CIR ID number, this email does not include the client name or client State ID for HIPAA reasons. When the case manager receives this email, they need to follow the instructions in the email to locate and view the HCPF Review.

If a case manager is unable to locate the critical incident in this manner, they will need to contact their agency designated individual who enters critical incidents (if it is someone other than the case manager listed in the BUS) and get the client name/ID from them. If the case manager is still unable to get the client information from their agency designated individual, then a case manager can reply to the HCPF Review email asking for the client information and a secure email will be sent to the case manager from the Department.

What will happen?

Tuesday, May 29, 2018, if Case Management Agencies receive a CIRS email from the BUS and are unable to identify the client involved, they may reply to that email requesting this client identification be sent by the Department.

If you have any questions about this BUS change, please contact:

CIRS Administrator - Michael Pasillas, michael.pasillas@state.co.us

or

BUS Business Analyst - Rhonda Johnson, rhondab.johnson@state.co.us